



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
(Attorney Docket No. 12658SSUS01U)

In re Application of: O'Sullivan et al.

Serial No. 09/748,069

Filed: December 22, 2000

For: A Network Spanning
Heterogeneous Call
Center & Method of
Operation

Group No.: 2665

Examiner: Ryman, Daniel J.

CERTIFICATE OF MAILING UNDER RULE 8

I hereby certify that this correspondence is being deposited in the United States Mail under 37 C.F.R. § 1.8 with sufficient First Class Postage and is addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on February 24, 2006.

By: 

Barbara A. Adkins

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL LETTER

Dear Sir:

Responsive to the Official Action having a mailed date of October 24, 2005, please find enclosed the following:

1. Response to Fourth Official Action Under 37 C.F.R. § 1.111
2. Petition for Extension of Time Under 37 CFR 1.136(a) (PTO/SB/22) (one-month) – *in duplicate*
3. USPTO Credit Card Payment Form (PTO-2038) for Extension of Time Fee; and
4. Return Receipt Post Card

Respectfully submitted,

Date: February 24, 2006

/Kevin L. Smith/

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